

**Washington Management Service  
and other public service employees:**

**Sign up now for this  
exciting learning  
opportunity.....**

The **Washington State Department of Personnel**  
and **Washington Interactive Television** present  
the final session in a continuing series of live  
presentations by national experts, brought to  
eleven Washington State locations through the  
use of satellite technology.

This session is sponsored as part of the state's **Washington  
Management Service** education and development program and is  
open to managers and employees of state and local government,  
higher education, school districts, and other public sector  
employers.



**Washington State  
Department of Personnel**  
Washington Management Service

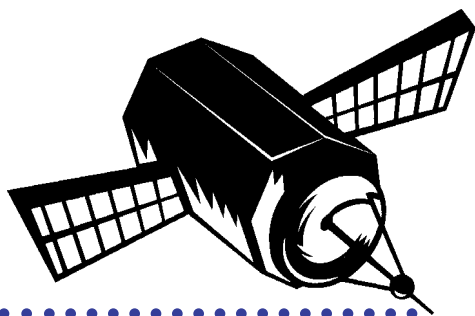


**Washington  
Interactive  
Television**



*Teaming up to bring you a special multi-location educational opportunity:*





## Entrepreneurial Government Satellite Presentations

**Registration:** State employees, contact your agency training representative. Other public service employees, call the Department of Personnel at 360-586-6748 (The TDD number is 360-753-4107). Call the same numbers to request reasonable accommodation or an alternate format.

- National experts
- Government case studies
- Practical tips
- Live question and answer sessions
- Only \$75.00 for each all-day session
- Eleven locations in nine cities statewide
  - Bellingham • Olympia • Pasco • Seattle • Spokane
  - Tacoma • Vancouver • Wenatchee • Yakima



### Session #9 – Sustaining Change

Presented by Richard Chang

November 12, 1996

- How to manage change processes
- Changing the need
- Stabilize and evaluate change
- Tools to evaluate progress
- Assessing readiness for change
- Defining results
- Develop management plans
- Understanding change dynamics

Presented by **Dr. Richard Chang**, an international consultant on change management, quality improvement, strategic planning, and team development. Dr. Chang is a Malcolm Baldrige Senior Examiner, and has authored over a dozen books on organizational improvement.

**Course code:** 01-09-A067

**More satellite training opportunities are coming .....**

The Washington State Department of Personnel and Washington Interactive Television will again join forces to bring satellite training opportunities to Washington Management Service and other public service employees, beginning in January 1997. The first session will be led by Babak Armajani, CEO of the Public Strategies Group, the first private firm to run an entire urban school district. Armajani is a partner of David Osborne and Ted Gaebler, and is known as a pioneer in transforming bureaucracies into customer focused enterprises.

..... **watch for further information.**